



Notice to all Accredited Repair Shops and Recognized PDR Facilities

Update on Temporary Hail Response Measures

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Following multiple severe weather events over the past month, MPI implemented several temporary measures to help manage unprecedented claim volumes, including expanded estimating authority for Direct Repair (DR) and Paintless Dent Repair (PDR) facilities as well as the establishment of dedicated hail assessment centres in Winnipeg. As the industry moves from emergency response to recovery, MPI is beginning the to transition back to standard processes while continuing to focus on timely customer service and review backlog reduction.

Effective August 1, 2026, MPI's Main Street Service Centre will no longer operate as a Hail Response Centre and will begin accepting regular estimate appointments. Existing hail assessment appointments will continue as scheduled; however, no new hail assessment appointments will be available. This transition reflects the reduced demand for dedicated hail estimating capacity and will allow MPI to redirect resources toward other operational priorities. All hail assessment appointments will be transitioned to Gateway Service Centre, which will continue to operate as a Hail Response Centre.

As claim volumes begin to stabilize and demand at MPI's hail assessment centres declines, MPI will transition back to normal DR eligibility requirements. While the temporary hail estimating process provided valuable additional capacity during the peak response period, the DR program was not designed to support large-scale hail estimating on an ongoing basis.

To maintain appropriate estimating controls and support the efficient assessment of remaining hail claims, all suffix 99 hail estimates must be completed and submitted to MPI no later than **August 11, 2026**. Estimates submitted after this date will not be accepted.



The return to normal DR eligibility will also allow DR estimating capacity to remain focused on eligible collision claims, where repair facilities continue to play a critical role in delivering timely service to Manitoba drivers.

MPI would like to thank accredited repair shops and PDR providers for their support during the initial response. The industry's willingness to assist with hail assessments helped increase customer access to estimating services during a period of exceptional demand.

MPI recognizes that estimate and supplement review turnaround times remain a significant concern for repair facilities and customers. As temporary hail operations are wound down, available estimating resources will be increasingly focused on addressing the review backlog and improving review turnaround times. This effort is intended to support faster repair authorizations, improve repair planning certainty, and enhance the customer experience.

If you have any questions about this notice, please contact partners@mpi.mb.ca.